



New Hampshire Community Mental Health Agreement Quarterly Data Report

October to December 2017

New Hampshire Department of Health and Human Services
Office of Quality Assurance and Improvement

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*The Department of Health and Human Services' Mission is to join communities and families
in providing opportunities for citizens to achieve health and independence*

Community Mental Health Agreement Quarterly Report

New Hampshire Department of Health and Human Services

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Reporting Period: 10/1/2017 – 12/31/2017

Notes for Quarter

- The Franklin DRF resumed reporting for this quarter, although they are still working on data for the prior quarter with the hope of providing in next quarterly report.
- The name for Genesis Behavioral Health is now Lakes Region Mental Health Center.

1. Community Mental Health Center Services: Unique Count of Adult Assertive Community Treatment Consumers

Center Name	October 2017	November 2017	December 2017	Unique Consumers in Quarter	Unique Consumers in Prior Quarter
01 Northern Human Services	107	111	115	120	113
02 West Central Behavioral Health	62	59	57	68	68
03 Lakes Region Mental Health Center	70	68	65	70	74
04 Riverbend Community Mental Health Center	75	73	81	85	87
05 Monadnock Family Services	51	56	53	57	69
06 Community Council of Nashua	91	85	76	95	98
07 Mental Health Center of Greater Manchester	274	261	269	294	287
08 Seacoast Mental Health Center	62	66	54	68	67
09 Community Partners	67	67	64	69	75
10 Center for Life Management	54	56	55	57	54
Total	913	902	887	981	992

Revisions to Prior Period: None

Data Source: NH Phoenix 2

Notes: Data extracted 2/22/18; consumers are counted only one time regardless of how many services they receive.

2a. Community Mental Health Center Services: Assertive Community Treatment Staffing Full Time Equivalents

Center Name	December 2017						September 2017	
	Nurse	Masters Level Clinician/or Equivalent	Functional Support Worker	Peer Specialist	Total (Excluding Psychiatry)	Psychiatrist/Nurse Practitioner	Total (Excluding Psychiatry)	Psychiatrist/Nurse Practitioner
01 Northern Human Services	1.09	2.40	9.00	0.55	13.04	0.75	12.43	0.75
02 West Central Behavioral Health	0.60	2.70	2.40	0.50	6.20	0.64	6.95	0.40
03 Genesis Behavioral Health	1.20	1.50	5.70	1.00	9.40	0.75	10.80	0.75
04 Riverbend Community Mental Health Center	0.50	3.00	6.00	0.50	10.00	0.48	10.00	0.48
05 Monadnock Family Services	1.25	3.25	2.90	0.50	7.90	0.65	7.90	0.65
06 Community Council of Nashua 1	0.50	4.00	0.50	0.00	5.00	0.25	6.00	0.25
06 Community Council of Nashua 2	0.50	3.00	1.50	0.00	5.00	0.25	5.00	0.25
07 Mental Health Center of Greater Manchester-CTT	0.65	8.00	4.18	0.00	12.83	0.63	16.27	0.62
07 Mental Health Center of Greater Manchester-MCST	1.05	9.00	8.99	0.00	19.04	0.63	22.31	0.62
08 Seacoast Mental Health Center	0.43	3.10	6.00	1.00	10.53	0.60	10.53	0.60
09 Community Partners	0.00	2.00	5.35	0.50	7.85	0.50	6.73	0.50
10 Center for Life Management	1.00	2.00	5.30	1.00	9.30	0.40	9.30	0.40
Total	8.77	43.95	57.82	5.55	116.09	6.53	124.22	6.27

2b. Community Mental Health Center Services: Assertive Community Treatment Staffing Competencies, Substance Use Disorder Treatment

Center Name	December 2017	September 2017
01 Northern Human Services	2.05	2.05
02 West Central Behavioral Health	0.35	1.20
03 Lakes Region Mental Health Center	3.15	2.75
04 Riverbend Community Mental Health Center	1.48	1.48
05 Monadnock Family Services	2.40	2.40
06 Community Council of Nashua 1	3.00	4.00
06 Community Council of Nashua 2	3.00	3.00
07 Mental Health Center of Greater Manchester-CCT	12.60	12.00
07 Mental Health Center of Greater Manchester-MCST	2.00	1.00
08 Seacoast Mental Health Center	2.00	1.00
09 Community Partners	2.00	2.00
10 Center for Life Management	3.00	3.00
Total	37.03	35.88

2c. Community Mental Health Center Services: Assertive Community Treatment Staffing Competencies, Housing Assistance

Center Name	December 2017	September 2017
01 Northern Human Services	10.70	9.95
02 West Central Behavioral Health	5.35	6.35
03 Lakes Region Mental Health Center	7.20	7.60
04 Riverbend Community Mental Health Center	8.50	8.50
05 Monadnock Family Services	1.00	1.00
06 Community Council of Nashua 1	4.00	5.00
06 Community Council of Nashua 2	4.00	4.00
07 Mental Health Center of Greater Manchester-CCT	11.98	12.90
07 Mental Health Center of Greater Manchester-MCST	16.54	18.05
08 Seacoast Mental Health Center	6.00	7.00
09 Community Partners	3.00	3.88
10 Center for Life Management	7.00	7.00
Total	85.27	91.23

2d. Community Mental Health Center Services: Assertive Community Treatment Staffing Competencies, Supported Employment

Center Name	December 2017	September 2017
01 Northern Human Services	2.00	0.97
02 West Central Behavioral Health	0.15	0.25
03 Lakes Region Mental Health Center	3.90	4.00
04 Riverbend Community Mental Health Center	0.50	0.50
05 Monadnock Family Services	0.00	1.00
06 Community Council of Nashua 1	1.50	2.50
06 Community Council of Nashua 2	0.50	0.50
07 Mental Health Center of Greater Manchester-CCT	1.00	0.74
07 Mental Health Center of Greater Manchester-MCST	1.20	1.31
08 Seacoast Mental Health Center	1.00	1.00
09 Community Partners	0.15	0.15
10 Center for Life Management	0.30	0.30
Total	12.20	13.22

Revisions to Prior Period: None

Data Source: Bureau of Mental Health CMHC ACT Staffing Census Based on CMHC self-report

Notes for 2b-d: Data compiled 2/22/18; the Staff Competency values reflect the sum of FTEs trained to provide each service type. These numbers are not a reflection of the services delivered, rather the quantity of staff available to provide each service. If staff is trained to provide multiple service types, their entire FTE value will be credited to each service type.

3. Community Mental Health Center Services: Annual Adult Supported Employment Penetration Rates for Prior 12 Month Period

Center Name	12 Month Period Ending December 2017			Penetration Rate for Period Ending September 2017
	Supported Employment Consumers	Total Eligible Consumers	Penetration Rate	
01 Northern Human Services	488	1250	39.0%	40.9%
02 West Central Behavioral Health	189	747	25.3%	22.3%
03 Lakes Region Mental Health Center	250	1,307	19.1%	20.7%
04 Riverbend Community Mental Health Center	227	1,719	13.2%	14.0%
05 Monadnock Family Services	103	942	10.9%	12.3%
06 Community Council of Nashua	288	1,717	16.8%	17.1%
07 Mental Health Center of Greater Manchester	1,427	3,281	43.5%	42.0%
08 Seacoast Mental Health Center	419	1,494	28.0%	23.4%
09 Community Partners	129	729	17.7%	14.6%
10 Center for Life Management	180	899	20.0%	19.2%
Deduplicated Total	3,693	13,835	26.7%	26.4%

Revisions to Prior Period: None

Data Source: NH Phoenix 2

Notes: Data extracted 2/22/18; consumers are counted only one time regardless of how many services they receive. Riverbend non-billable services are currently not available so are not included in this report.

4a. New Hampshire Hospital: Adult Census Summary

Measure	October – December 2017	July – September 2017
Admissions	195	204
Mean Daily Census	152	153
Discharges	200	206
Median Length of Stay in Days for Discharges	13	13
Deaths	0	0

Revisions to Prior Period: None.

Data Source: Avatar

Notes 4a: Data extracted 2/22/18; Mean Daily Census includes patients on leave and is rounded to nearest whole number

4b. New Hampshire Hospital: Discharge Location for Adults

Discharge Location	October – December 2017	July – September 2017
Home - Lives with Others	89	109
Home - Lives Alone	82	73
CMHC Group Home	6	5
Private Group Home	6	3
Nursing Home	3	3
Hotel-Motel	1	3
Homeless Shelter/ No Permanent Home	3	3
Discharge/Transfer to IP Rehab Facility	2	2
Secure Psychiatric Unit - SPU	0	1
Peer Support Housing	2	1
Jail or Correctional Facility	2	1
Glenclyff Home for the Elderly	1	1
Unknown	3	1

4c. New Hampshire Hospital: Readmission Rates for Adults

Measure	October – December 2017	July – September 2017
30 Days	12.8% (25)	9.8% (20)
90 Days	26.1% (51)	21.6% (44)
180 Days	32.8% (64)	27.9% (57)

Revisions to Prior Period: None.

Data Source: Avatar

Notes 4b-c: Data compiled 2/22/18; readmission rates calculated by looking back in time from admissions in study quarter. 90 and 180 day readmissions lookback period includes readmissions from the shorter period (e.g., 180 day includes the 90 and 30 day readmissions); patients are counted multiple times for each readmission; number in parentheses is the number of readmissions

5a. Designated Receiving Facilities: Admissions for Adults

DRF	October – December 2017		
	Involuntary Admissions	Voluntary Admissions	Total Admissions
Franklin	29	30	59
Cypress Center	63	146	209
Portsmouth	85	273	358
Elliot Geriatric Psychiatric Unit	7	48	55
Elliot Pathways	51	51	102
Total	235	548	783
DRF	July – September 2017		
	Involuntary Admissions	Voluntary Admissions	Total Admissions
Franklin	NA	NA	NA
Cypress Center	69	178	247
Portsmouth	93	270	363
Elliot Geriatric Psychiatric Unit	6	54	60
Elliot Pathways	61	60	121
Total	NA	NA	NA

5b. Designated Receiving Facilities: Mean Daily Census for Adults

DRF	October – December 2017	July – September 2017
Franklin	10.1	NA
Cypress Center	12.3	12.9
Portsmouth	27.7	23.9
Elliot Geriatric Psychiatric Unit	32.6	29.7
Elliot Pathways	16.1	12.2
Total	19.7	NA

*Portsmouth Regional Hospital has a total of 12 DRF beds and Elliot Hospital has a total of 14 DRF beds split between Pathways and the Geriatric Psychiatric Unit.

5c. Designated Receiving Facilities: Discharges for Adults

DRF	October – December 2017	July – September 2017
Franklin	82	NA
Manchester (Cypress Center)	212	243
Portsmouth	359	355
Elliot Geriatric Psychiatric Unit	58	63
Elliot Pathways	102	121
Total	813	NA

5d. Designated Receiving Facilities: Median Length of Stay in Days for Discharges for Adults

DRF	October – December 2017	July – September 2017
Franklin	4	NA
Manchester (Cypress Center)	4	4
Portsmouth	5	4
Elliot Geriatric Psychiatric Unit	21	27
Elliot Pathways	7	7
Total	5	NA

5e. Designated Receiving Facilities: Discharge Location for Adults

DRF	October – December 2017						
	Assisted Living/Group Home	Deceased	DRF	Home	Other Hospital	NH Hospital	Other
Franklin	0	0	0	78	1	2	1
Manchester (Cypress Center)	7	0	5	185	0	1	14
Portsmouth Regional Hospital	0	0	0	280	0	1	78
Elliot Geriatric Psychiatric Unit	35	7	0	12	3	1	0
Elliot Pathways	4	0	0	85	0	3	8
Total	46	7	5	640	4	8	101

DRF	July – September 2017						
	Assisted Living/Group Home	Deceased	DRF	Home	Other Hospital	NH Hospital	Other
Franklin	NA	NA	NA	NA	NA	NA	NA
Manchester (Cypress Center)	1	0	0	166	0	1	10
Portsmouth Regional Hospital	0	0	4	221	0	5	59
Elliot Geriatric Psychiatric Unit	45	4	1	12	0	1	0
Elliot Pathways	4	0	1	101	0	6	9
Total	NA	NA	NA	NA	NA	NA	NA

*Dispositions to 'DRF' represent a change in legal status from Voluntary to Involuntary within the DRF.

5f. Designated Receiving Facilities: Readmission Rates for Adults

DRF	October – December 2017		
	30 Days	90 Days	180 Days
Franklin	10.2% (6)	10.2% (6)	10.2% (6)
Manchester (Cypress Center)	12.0% (25)	18.7% (39)	24.4% (51)
Portsmouth	8.7% (31)	13.7% (49)	17.6% (63)
Elliot Geriatric Psychiatric Unit	0% (0)	0% (0)	0% (0)
Elliot Pathways	5.8% (6)	7.7% (8)	12.5% (13)
Total	8.7% (68)	13% (102)	16.9% (133)

DRF	July – September 2017		
	30 Days	90 Days	180 Days
Franklin	NA	NA	NA
Manchester (Cypress Center)	7.1% (12)	12.4% (21)	15.9% (27)
Portsmouth	11.5% (33)	17.5% (50)	21% (60)
Elliot Geriatric Psychiatric Unit	0% (0)	0% (0)	0% (0)
Elliot Pathways	3.3% (4)	6.6% (8)	12.4% (15)
Total	NA	NA	NA

Revisions to Prior Period: None.

Data Source: NH DRF Database

Notes: Franklin DRF data for July – September 2017 was still unavailable at the time of this report's production. Data will be available in a future report. Data compiled 2/22/18; discharge location of DRF are patients discharged back to the same DRF for a different level of care within the DRF; readmission rates calculated by looking back in time from admissions in study quarter; patients are counted multiple times for each readmission; number in parentheses is the number of readmissions

6. Glencliff Home: Census Summary

Measure	October – December 2017	July – September 2017
Admissions	8	3
Average Daily Census	108	107
Discharges	1 (1-medical model group home)	2 (1- Dept. of Corrections, 1 – Nursing Facility)
Individual Lengths of Stay in Days for Discharges	274	115, 366
Deaths	3	4
Readmissions	0	0
Mean Overall Admission Waitlist	19 (13 Active)	19 (12 Active)

Revisions to Prior Period: None.

Data Source: Glencliff Home

Notes: Data Compiled 1/16/18; means rounded to nearest whole number; Active waitlist patients have been reviewed for admission and are awaiting admission pending finalization of paperwork and other steps immediate to admission.

7. NH Mental Health Consumer Peer Support Agencies: Census Summary

Peer Support Agency	October – December 2017		July – September 2017	
	Total Members	Average Daily Visits	Total Members	Average Daily Visits
Alternative Life Center Total	546	51	532	46
Conway	187	15	189	15
Berlin	109	11	102	10
Littleton	149	11	141	8
Colebrook	101	14	100	13
Stepping Stone Total	398	17	386	18
Claremont	313	12	308	12
Lebanon	85	5	78	6
Cornerbridge Total	282	19	293	20
Laconia	86	7	109	6
Concord	139	12	127	14
Plymouth Outreach	57	NA	57	NA
MAPSA Keene Total	158	12	208	11
HEARTS Nashua Total	308	32	247	37
On the Road to Recovery Total	601	35	516	53
Manchester	442	30	382	31
Derry	159	5	134	22
Connections Portsmouth Total	279	11	278	11
TriCity Coop Rochester Total	243	24	225	24
Total	2,815	166	2,685	167

Revisions to Prior Period: None

Data Source: Bureau of Mental Health Peer Support Agency Quarterly Statistical Reports

Notes: Data Compiled 2/15/18; Average Daily Visits NA for Outreach Programs; The Bureau of Mental Health Services has instructed Peer Support Agencies to "purge member lists" annually to increase confidence and consistency in this information.

8. Housing Bridge Subsidy Summary to Date

Subsidy	October – December 2017		
	Total individuals served at start of quarter	New individuals added during quarter	Total individuals served through end of quarter
Housing Bridge Subsidy	742	56	798
Section 8 Voucher	96	12	102
Subsidy	July – September 2017		
	Total individuals served at start of quarter	New individuals added during quarter	Total individuals served through end of quarter
Housing Bridge Subsidy	701	41	742
Section 8 Voucher	85	11	96

Revisions to Prior Period: None

Data Source: Bureau of Mental Health

Notes: Data Compiled 2/7/18

9. Housing Bridge Subsidy Current Census Summary

Measure	As of 12/31/2017	As of 9/30/2017
Housing Slots	576	567
Rents currently being paid	520	509
Individuals accepted but waiting to lease	56	58
Waiting list for slots	0	0

Revisions to Prior Period: None

Data Source: Bureau of Mental Health

Notes: Data Compiled 2/7/18; all individuals currently on the Bridge Program are actively transitioning from the program (waiting for their Section 8 housing voucher).

10. Housing Bridge Subsidy Unit Address Density

Number of Unit(s)* at Same Address	Frequency as of 2/7/18	Frequency as of 11/9/17
1	372	383
2	35	31
3	13	6
4	4	5
5	1	0
6	0	0
7	0	1
8 or more	2	2

*All units are individual units

Revisions to Prior Period: None

Data Source: Bureau of Mental Health data compiled by Office of Quality Assurance and Improvement

Notes: Data Compiled 2/7/18

11a. Mobile Crisis Services and Supports for Adults: Riverbend Community Mental Health Center

Measure	October 2017	November 2017	December 2017	October – December 2017	July – September 2017
Unduplicated People Served in Month	226	192	169	516	579
Services Provided by Type					
Mobile Community Assessments	47	63	46	156	173
Crisis Stabilization Appointments	10	18	5	33	37
Office-Based Urgent Assessments	25	26	13	64	57
Emergency Service Medication Appointments	40	30	20	90	110
Phone Support/Triage	269	218	289	776	721
Walk in Assessments	8	4	5	17	14
Services Provided after Immediate Crisis					
Mobile Community Assessments-Post Crisis	11	10	8	29	30
Crisis Stabilization Appointments	10	18	5	33	36
Office-Based Urgent Assessments	25	26	13	64	57
Emergency Service Medication Appointments	40	20	12	72	60
Phone Support/Triage	53	40	126	219	201
Referral Source					
Emergency Department/EMS	13	7	2	22	46
Family	16	13	11	40	73
Friend	6	1	4	11	5
Guardian	23	22	7	52	23
Mental Health Provider	8	13	15	36	19
Police	3	4	13	20	12
Primary Care Provider	4	4	5	13	16
CMHC Internal	9	22	10	41	34
Self	137	88	88	313	292
Other	7	18	14	39	29
Crisis Apartment					
Apartment Admissions	21	32	24	77	81
Apartment Bed Days	78	92	88	258	310
Apartment Average Length of Stay	3.7	2.9	3.7	3.4	3.8
Law Enforcement Involvement	8	8	17	33	34
Hospital Diversions Total	136	151	129	416	443

Revisions to Prior Period: None

Data Source: Riverbend CMHC submitted reports

Notes: Data Compiled 2/22/18; reported values other than the Unduplicated People Service in Month value are not de-duplicated at the individual person level; individual people can account for multiple instances of service use, hospital diversions, etc.

11b. Mobile Crisis Services and Supports for Adults: Mental Health Center of Greater Manchester

Measure	October 2017	November 2017	December 2017	October – December 2017	July – September 2017
Unduplicated People Served by Month	216	160	160	513	476
Services Provided by Type					
Phone Support/Triage	442	352	427	1219	1,144
Mobile Community Assessments	87	56	75	218	248
Office-Based Urgent Assessments	7	13	12	32	40
Emergency Service Medication Appointments	1	2	1	4	6
Crisis Apartment Service	26	107	58	212	217
Referral Source					
Emergency Department	1		2	3	5
Family	43	32	43	118	107
Friend	3	1	1	5	9
Guardian	1	1		2	5
Mental Health Provider	6	2	10	18	21
Police	38	88	70	196	135
Primary Care Provider	11	7	5	23	23
CMHC Internal	20	23	14	57	79
Self	118	117	99	334	352
Other	34	19	44	97	62
Crisis Apartment					
Apartment Admissions	1	5	5	11	9
Apartment Bed Days	3	19	16	38	29
Apartment Average Length of Stay	3.0	3.8	3.2	3.5	3.2
Law Enforcement Involvement	62	31	43	136	135
Hospital Diversion Total	320	235	285	840	798

Revisions to Prior Period: None.

Data Source: Mobile Crisis Data Reporting System

Notes: Data Compiled 2/22/18; reported values other than the Unduplicated People Service in Month value are not de-duplicated at the individual person level; individual people can account for multiple instances of service use, hospital diversions, etc.

11c. Mobile Crisis Services and Supports for Adults: Harbor Homes

Measure	October 2017	November 2017	December 2017	October – December 2017	July – September 2017
Unduplicated People Served by Month	24	21	32	70	55
Services Provided by Type					
Phone Support/Triage	23	23	47	93	33
Mobile Community Assessments	3	3	10	16	14
Office-Based Urgent Assessments	3	0	2	5	3
Emergency Service Medication Appointments	0	0	0	0	5
Crisis Apartment Service	0	1	0	1	4
Consultation	3	5	23	31	0
Case Management	2	3	7	12	0
Referral Source					
Emergency Department	0	0	4	4	3
Family	4	2	2	8	10
Friend	0	0	1	1	3
Guardian	0	0	0	0	1
Mental Health Provider	1	1	0	2	3
Police	1	2	2	5	4
Primary Care Provider	0	0	0	0	0
CMHC	3	3	5	11	10
Self	16	13	48	77	20
Other	7	7	13	27	15
Crisis Apartment					
Apartment Admissions	0	0	1	1	3
Apartment Bed Days	0	0	4	4	5
Apartment Average Length of Stay	0	0	4	4	1.7
Law Enforcement Involvement	1	0	2	3	11
Hospital Diversion Total	31	28	65	124	49

Revisions to Prior Period: None

Data Source: Mobile Crisis Data Reporting System

Notes: Data Compiled 2/22/18; reported values other than the Unduplicated People Service in Month value are not de-duplicated at the individual person level; individual people can account for multiple instances of service use, hospital diversions, etc.